



NSSC Vision: Unparalleled Service

NSSC Mission: To provide timely, accurate, high quality, cost effective, and customer focused support for selected NASA business and technical services.

ViTS and Agency/Center Transition Team Face-to-Face Reminder

Because of the proximity of the next two NSSC ViTS (April and May) to the May 12th Center Transition Lead Face-to-Face, the two ViTS were cancelled. Change Team meetings will continue to be held weekly. Transition Team Leads or their designated representative not in attendance at the May 12th Face-to-Face can receive up-to-date information from the Change Team and the Center Transition Leads who participate in the May 12th Face-to-Face. A June ViTS will be scheduled in the near future.

VERY IMPORTANT REMINDER: As previously discussed, we can only allow two (2) center representatives (one of which should be the Center Transition Lead), for the Agency/Center Transition Team Face-to-Face on May 12th, 2005. We realize that more people would like to attend and we are sorry, but we have a VERY LIMITED amount of space, a set agenda, and we can only accommodate 2 representatives. If more than two people per Center have made travel arrangements, please make the appropriate cancellations.

Also, remember that the NSSC has agreed to pay for one (1) attendee. We will allow one (1) additional representative, but the Center will have to cover the expenses for that individual.

NSSC HQ Overviews

Over the past three months, Rick Arbuthnot and his functional leads have provided NSSC overview briefings to the Mission Directorates and Mission Support Offices at NASA Headquarters. These overview presentations provided background information and the current status of establishing the NASA Shared Services Center.

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Visit our website at: <http://nssc.nasa.gov/>

RELEASED - Printed documents may be obsolete; validate prior to use.

Staffing Update

The position for the Director of the Customer Satisfaction and Communication Office will be re-announced in the near future. This position will now be open government wide. If you are a previous participant and still interested in the position, reapplication is not necessary. We wish Patrick Rasco good luck in the future.

Three NSSC positions are currently open and posted on the websites listed below:

- Resources Integration Specialist (closes 4/21)
 - Lead Building and Infrastructure Specialist (closes 4/26)
 - Deputy Director, Business and Administration (closes 4/27)
- Please remember that if you search for these jobs through NASAJobs you will need the announcement number, which can be found on our website listed below.

Please continue to monitor our site and those below for future job postings.

<http://nssc.nasa.gov/>

<http://www.nasajobs.nasa.gov/>

<http://usajobs.gov/>

<http://nasastars.nasa.gov/>

Operational Readiness Reviews – “Are we ready?”

Looking ahead five months to NSSC's October 1, 2005 operational date, the question in all of our minds is, “will the NSSC be ready?” As we approach October, the question shifts to, “Are we ready?” In order to effectively answer that question, the NSSC will conduct a series of Operational Readiness Reviews (ORR) in the August and September timeframe.

An NSSC ORR is a process whose purpose is:

- to examine the actual characteristics and procedures used in the operation of the functional areas of customer satisfaction and communication, business and administration, human resources, financial management, procurement, and information technology;
- to ensure that all personnel, procedures, hardware, software, and documentation accurately reflect the deployed state of the functional areas; and,
- to determine if the functional areas are ready to perform in a production environment.

Each of the NSSC functional areas will be participating in one or more ORR's depending on their ownership or support role. For each ORR, the owner will address, at a minimum, the following questions.

- Are the people, procedures, hardware, software, documentation, facilities, and infrastructure in place to support operation?
- Are the changes that are necessary to transition to an operational configuration ready to be made?
- Are identified risks acceptable?
- Are the resources in place or financially planned and approved to support the functional area during its operational lifetime?

At the conclusion of an ORR, NSSC senior management will decide whether or not to proceed to a fully operational status. This decision will answer the question, “Are we ready?”